

GSA OLU End-User Training



GSA OLU End-User Training

Training Objectives

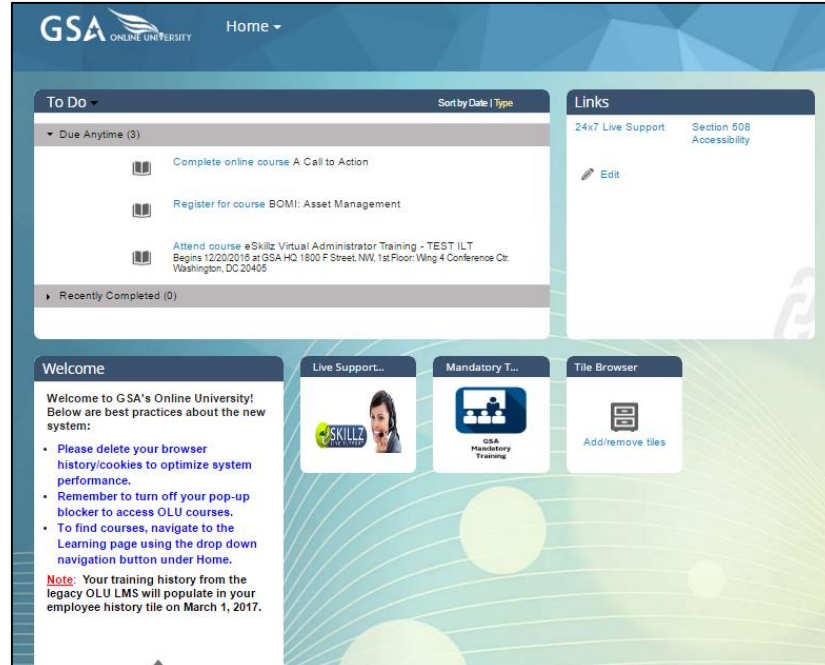
- How to navigate the new OLU
- System (homepage) overview
- Online course and instructor-led class training registration
- How to view learning history



GSA OLU Homepage

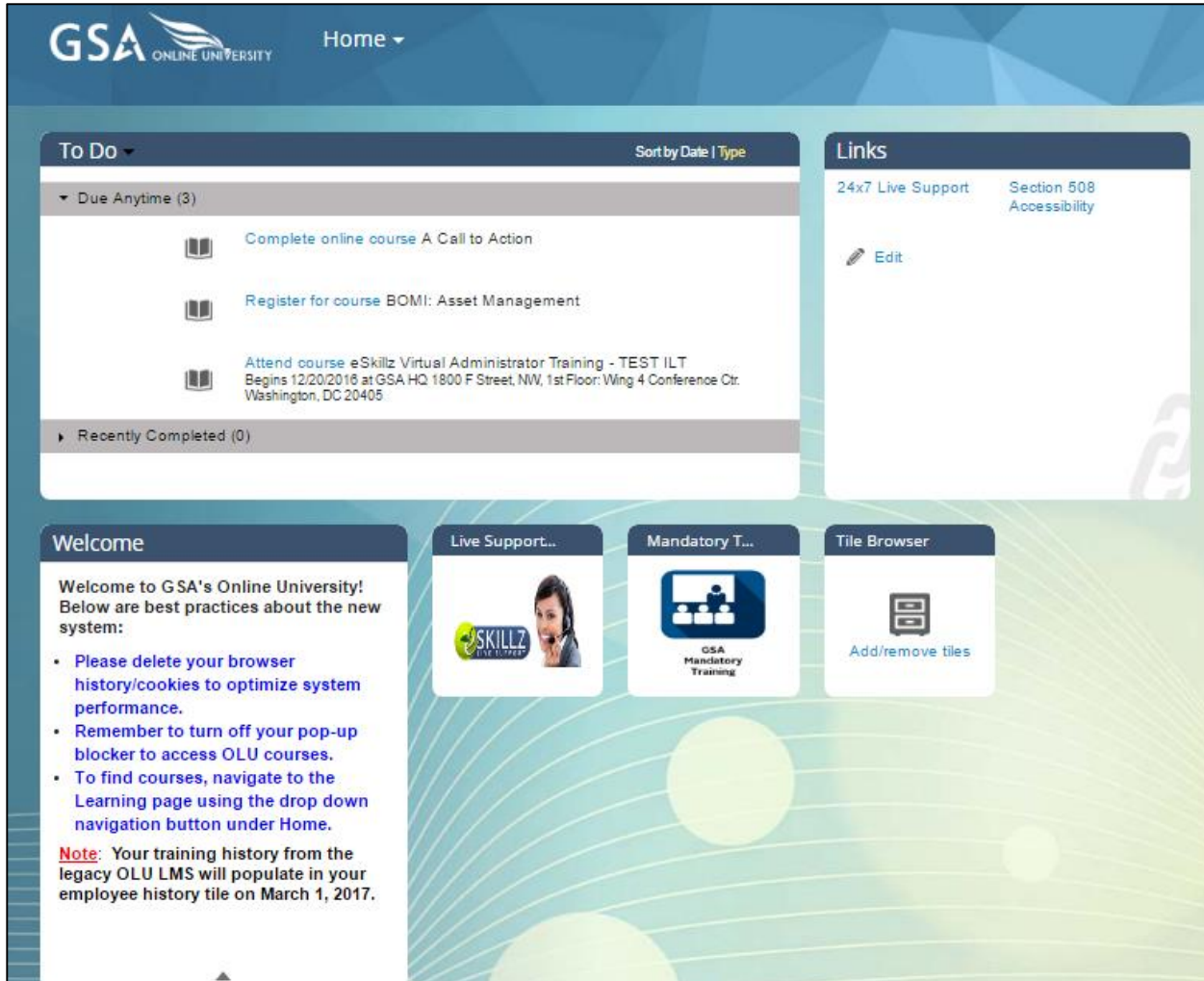
Homepage Overview

- Homepage Features ('tiles' that you can select)
- Main Menu Navigation (top of the page menu options)
- Homepage Options (such as accessibility options)



GSA OLU Homepage

Homepage Features



The screenshot displays the GSA Online University (OLU) homepage. At the top left is the GSA Online University logo, and to its right is a 'Home' dropdown menu. The main content area is divided into several sections:

- To Do:** A section with a 'Sort by Date | Type' header. It contains a list of tasks under the heading 'Due Anytime (3)'. The tasks are: 'Complete online course A Call to Action', 'Register for course BOMI: Asset Management', and 'Attend course eSkillz Virtual Administrator Training - TEST ILT Begins 12/20/2016 at GSA HQ 1800 F Street, NW, 1st Floor: Wing 4 Conference Ctr. Washington, DC 20405'. Below this is a 'Recently Completed (0)' section.
- Links:** A section with two links: '24x7 Live Support' and 'Section 508 Accessibility'. There is also an 'Edit' link with a pencil icon.
- Welcome:** A section with a welcome message: 'Welcome to GSA's Online University! Below are best practices about the new system:'. It includes a list of instructions: 'Please delete your browser history/cookies to optimize system performance.', 'Remember to turn off your pop-up blocker to access OLU courses.', and 'To find courses, navigate to the Learning page using the drop down navigation button under Home.' A note states: 'Note: Your training history from the legacy OLU LMS will populate in your employee history tile on March 1, 2017.'
- Live Support...:** A tile featuring the eSkillz logo and a woman wearing a headset.
- Mandatory T...:** A tile featuring the GSA Mandatory Training logo.
- Tile Browser:** A tile with a folder icon and the text 'Add/remove tiles'.

GSA OLU Homepage

Homepage Features

To Do: Lists all your incomplete items, completed activities, activities, and tasks assigned to you from all modules within the system. To Do items can be sorted by date and/ or type.

Links: Displays links added as shortcuts to other pages and areas of the system. To add or remove shortcuts, click the **Edit** button to view a list of available links.

Welcome: Displays information on the new GSA OLU and will have announcements pertaining to the new Learning Management System.

24x7 Live Support: Click on the eSkillz Live Support picture to be transferred to a GSA chat classroom support page (powered by eSkillz). Simply select the 'Click Here to Chat' button from that page and you will be connected with OLU support specialists who are standing by 24 hours a day, 7 days a week. Support specialists assist with general OLU navigation and utilization inquiries including how to use the OLU, how to find training, course launch assistance and more

Tile Browser: Allows the end user to add or remove tiles from the OLU homepage.



GSA OLU Homepage

Homepage Features: 24x7 Live Support

Simply click the 'Live Support' icon to launch the GSA Live Support chat window. Then select 'Click here to chat now' and enter your name and email to be connected to a support specialist instantly.



The logo for GSA Online University, featuring the letters "GSA" in a large, bold, sans-serif font, followed by "ONLINE UNIVERSITY" in a smaller, all-caps, sans-serif font. A stylized white wave graphic is positioned between "GSA" and "ONLINE UNIVERSITY".

Welcome to GSA Live Support!

GSA On-Line University now provides you access to Live Support! Live Support, powered by eSkillz, is your vehicle to access live support specialists for real-time support instantly. With Live Support, you will have direct access to live support specialists for assistance in course access guidance and general navigation of your GSA OLU. Live Support is available to you 24 hours a day, 7 days a week and should be used for any questions relating directly to your GSA On-Line University.

Live Support specialists are standing by to assist you. Click the "Chat Now!" button below to get started.

***NOTE to GSA OLU end-users who have had their GSA email address deactivated due to overdue mandatory training: please enter Live Support Chat to verify your credentials so we can process your login request.

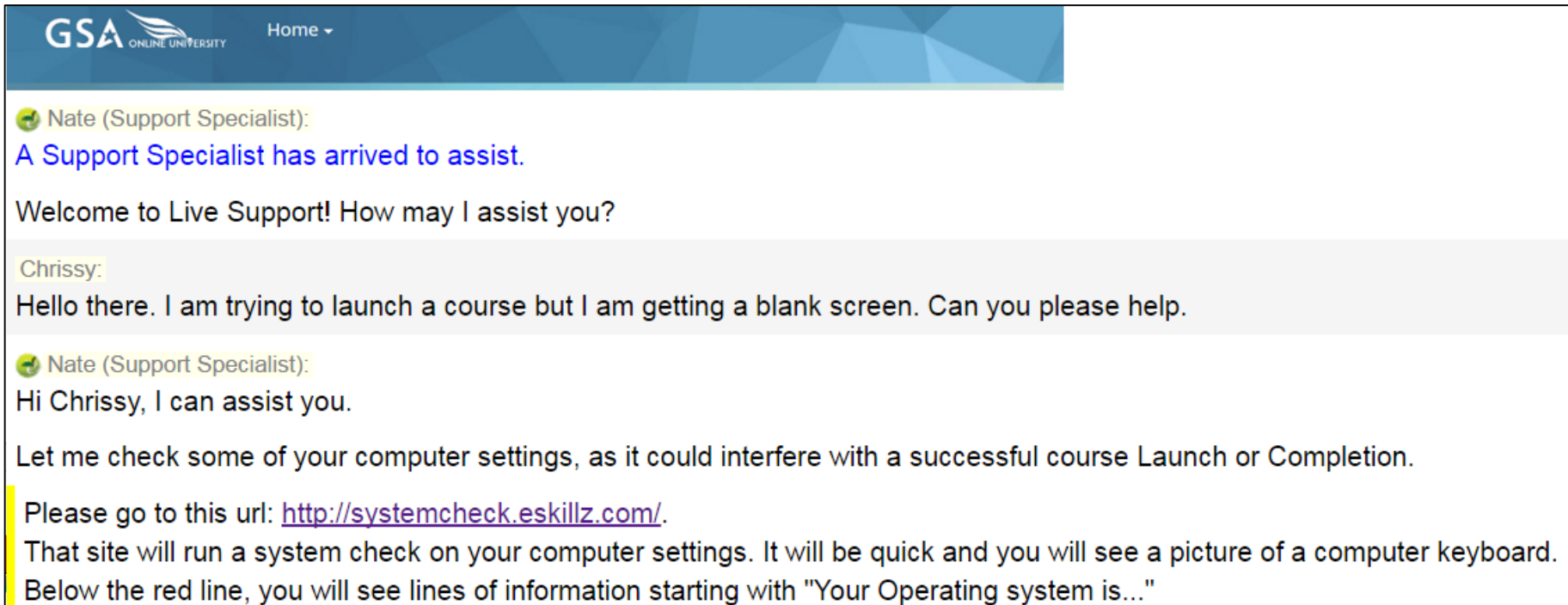
A blue rectangular button with white text that reads "Click Here to Chat Now". A blue arrow points from the text "Click here to chat now" in the main text to this button.

Alternative Support Options

GSA OLU Homepage


Homepage Features: 24x7 Live Support

Once connected to Live Support chat, you will be instantly greeted by a GSA support specialist and you can begin receiving real-time assistance with any GSA navigation or utilization inquiry.




The screenshot shows a live support chat window. At the top, there is a header bar with the GSA ONLINE UNIVERSITY logo and a 'Home' dropdown menu. The chat area displays a conversation between a support specialist named Nate and a user named Chrissy. Nate's messages are in green text, and Chrissy's messages are in grey text. Nate greets Chrissy and offers assistance. Chrissy reports a problem with launching a course. Nate responds by offering to check her computer settings and provides a URL for a system check tool. The URL is highlighted with a yellow background.

GSA ONLINE UNIVERSITY Home ▾

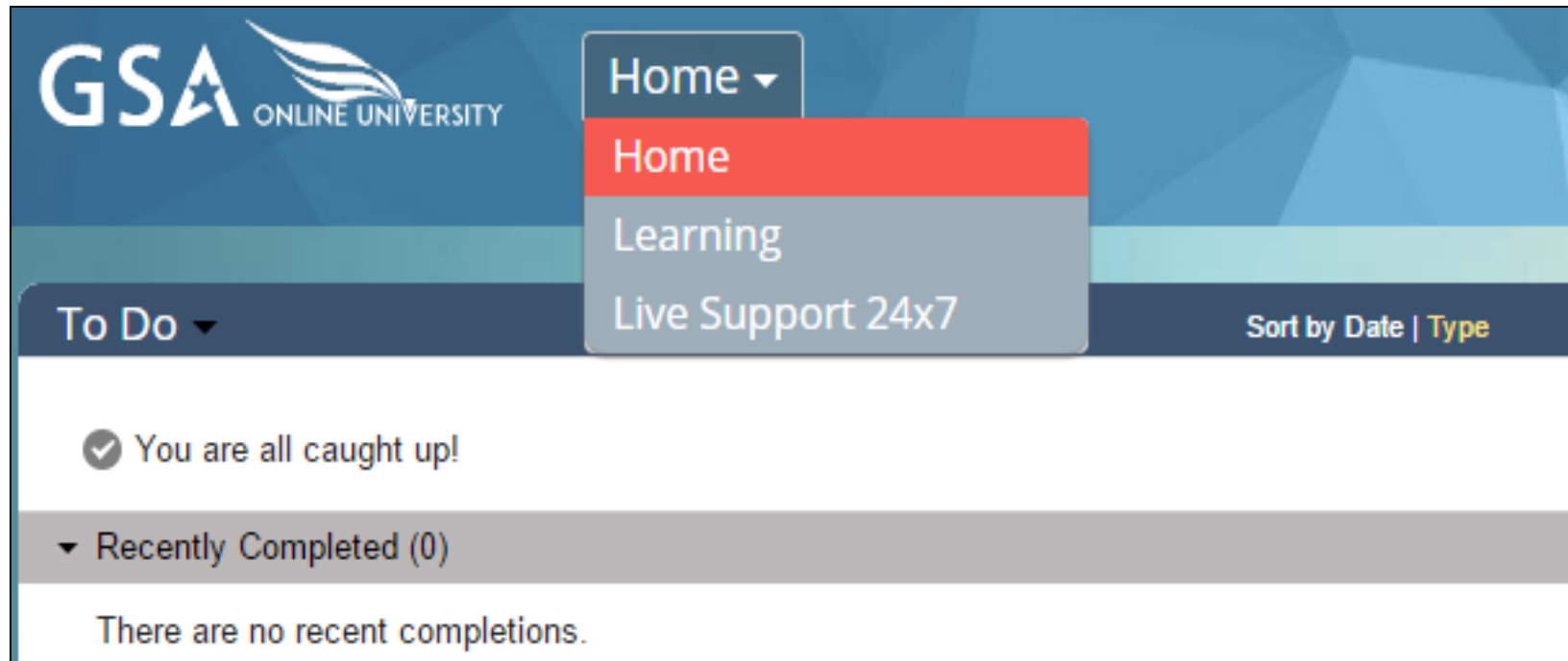
 Nate (Support Specialist):
A Support Specialist has arrived to assist.
Welcome to Live Support! How may I assist you?

Chrissy:
Hello there. I am trying to launch a course but I am getting a blank screen. Can you please help.

 Nate (Support Specialist):
Hi Chrissy, I can assist you.
Let me check some of your computer settings, as it could interfere with a successful course Launch or Completion.
Please go to this url: <http://systemcheck.eskillz.com/>.
That site will run a system check on your computer settings. It will be quick and you will see a picture of a computer keyboard.
Below the red line, you will see lines of information starting with "Your Operating system is..."

GSA OLU Homepage

Main Menu Navigation



The screenshot shows the GSA Online University homepage navigation. The top header features the GSA Online University logo on the left. A 'Home' dropdown menu is open, showing options: 'Home' (highlighted in red), 'Learning', and 'Live Support 24x7'. To the left of the dropdown is a 'To Do' dropdown menu. To the right is a 'Sort by Date | Type' link. Below the navigation bar, a 'To Do' section shows a checkmark and the text 'You are all caught up!'. Below that is a 'Recently Completed (0)' section with the text 'There are no recent completions.'

GSA ONLINE UNIVERSITY

Home ▾

Home

Learning

Live Support 24x7

To Do ▾

Sort by Date | Type

✓ You are all caught up!

▾ Recently Completed (0)

There are no recent completions.

GSA OLU Homepage

Main Menu Navigation

Home: This link will take you back to the homepage no matter where you are in the platform.

Learning: This link will take you the learning management area of the system.

24x7 Live Support: This link will take you to the area of the system where you can interact with an OLU Live Support Specialist to that can assist with general OLU navigation and utilization inquiries.

GSA OLU Homepage

Homepage Options



The screenshot shows the top navigation bar of the GSA OLU homepage. On the left is the GSA ONLINE UNIVERSITY logo. Next to it is a 'Home' dropdown menu. On the right is a user profile for 'Chrissy Zehr (czehr@eskillz.com)' with a dropdown menu containing 'Suggestions', 'Options' (highlighted in red), and 'Logout'. Below the main navigation bar is a secondary bar with 'To Do' (dropdown), 'Sort by Date | Type', and 'Links'.

GSA ONLINE UNIVERSITY Home ▾


Chrissy Zehr (czehr@eskillz.com) ▾

- Suggestions
- Options
- Logout

To Do ▾ Sort by Date | Type Links

GSA OLU Homepage

Homepage Options

 Home ▾

Options

Password

Start Page

Sub Tab Configuration

Notifications

Change Language

Forms

Accessibility Settings

Personal Accessibility Settings


Select the features you need to support particular disabilities. ?


Note: these enhancements are in development and may change over time. ?


☐ Blindness support ?

☒ Color Vision Impairment

Which of these color schemes makes it easiest for you to see FOUR distinct pie chart segments?


☐


☐

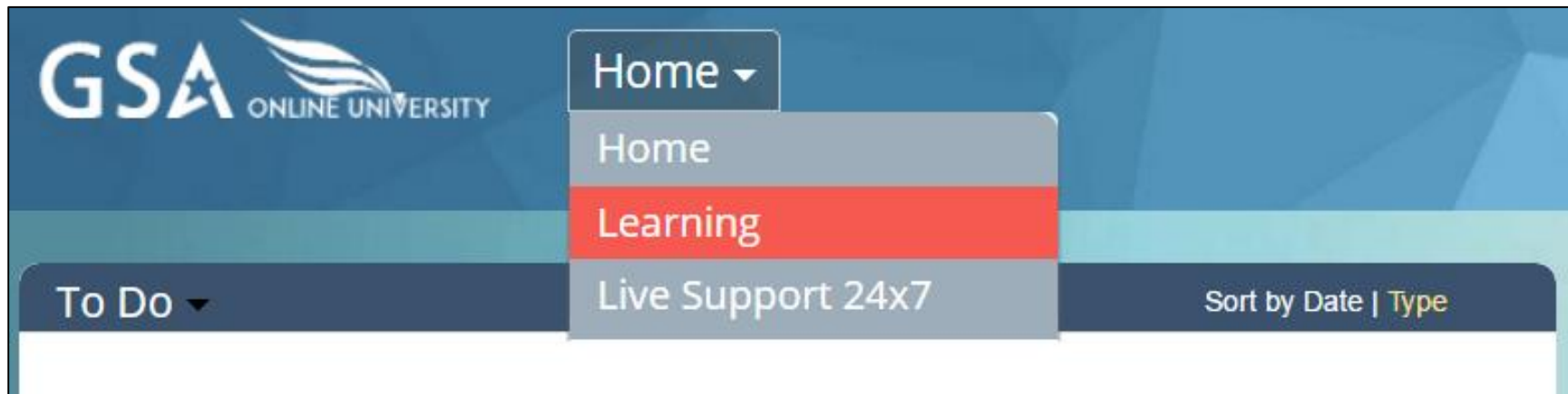

☐

We currently do not support this type of color vision impairment.

☐ Low Vision

GSA OLU Learning Page

OLU Learning Page

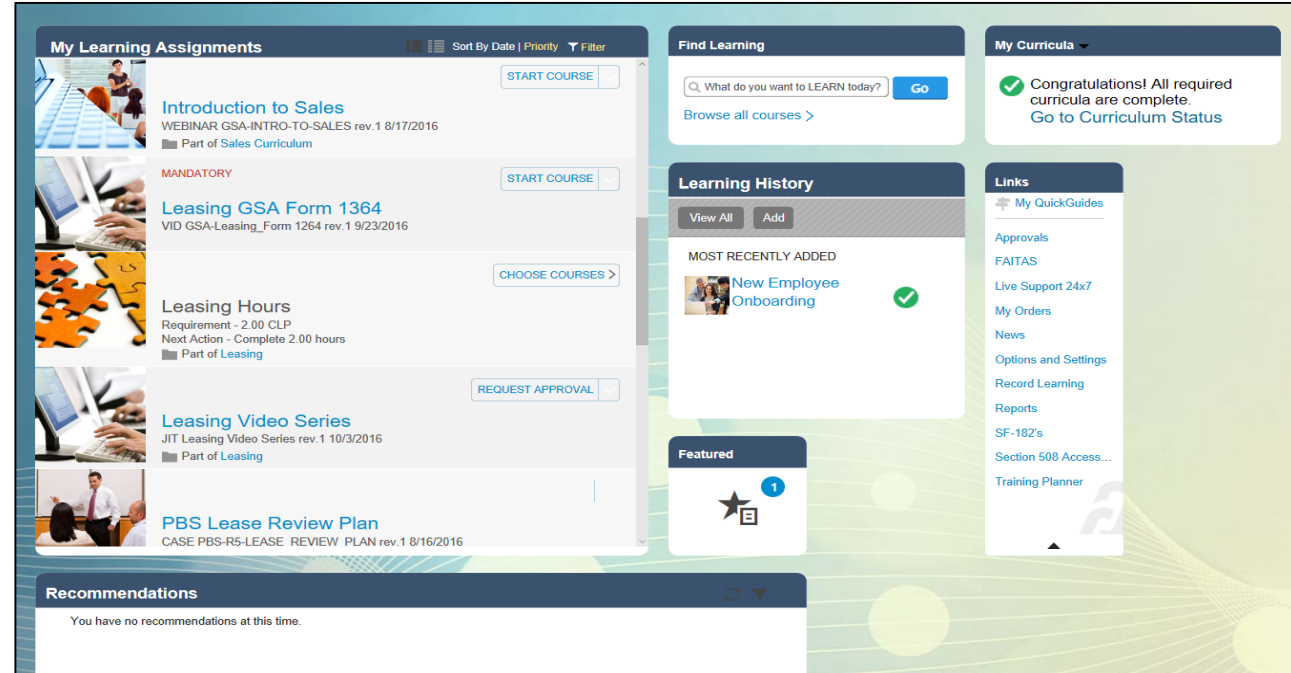


GSA OLU Learning Page

Learning Page Overview

What can you do on the Learning Page?

- Access Learning Page Features
- Search for Training
- Instructor Led Training (Register / Drop ILT)
- Online Training (Enroll / Remove Online Training)
- Access Learning History (View Completed Training; Print Certificate)



GSA OLU Learning Page

OLU Learning Page

The screenshot displays the GSA OLU Learning Page interface, which is organized into several sections:

- My Learning Assignments:** A list of assignments with icons, titles, descriptions, and action buttons.
 - Introduction to Sales:** WEBINAR GSA-INTRO-TO-SALES rev.1 8/17/2016. Part of Sales Curriculum. Action: [START COURSE](#).
 - MANDATORY Leasing GSA Form 1364:** VID GSA-Leasing_Form 1264 rev.1 9/23/2016. Action: [START COURSE](#).
 - Leasing Hours:** Requirement - 2.00 CLP. Next Action - Complete 2.00 hours. Part of Leasing. Action: [CHOOSE COURSES](#).
 - Leasing Video Series:** JIT Leasing Video Series rev.1 10/3/2016. Part of Leasing. Action: [REQUEST APPROVAL](#).
 - PBS Lease Review Plan:** CASE PBS-R5-LEASE REVIEW PLAN rev.1 8/16/2016.
- Find Learning:** A search bar with the placeholder "What do you want to LEARN today?" and a [Go](#) button. Below it is a [Browse all courses](#) link.
- My Curricula:** A green checkmark icon followed by the text "Congratulations! All required curricula are complete." and a [Go to Curriculum Status](#) link.
- Learning History:** A section with [View All](#) and [Add](#) buttons. Below is a "MOST RECENTLY ADDED" section featuring "New Employee Onboarding" with a green checkmark icon.
- Featured:** A section with a star icon and a blue circle with the number "1".
- Links:** A list of links including [My QuickGuides](#), [Approvals](#), [FAITAS](#), [Live Support 24x7](#), [My Orders](#), [News](#), [Options and Settings](#), [Record Learning](#), [Reports](#), [SF-182's](#), [Section 508 Access...](#), and [Training Planner](#).
- Recommendations:** A section with the text "You have no recommendations at this time."

GSA OLU Learning Page

Learning Page Features

My Learning Assignments: Displays all your mandatory, required, and optional assigned learning items. You can launch online courses, view Instructor Led Trainings (ILTs), register for Scheduled Offerings (SO), and remove/ un-enroll from an online course directly from the My Learning Assignments tile. Learning items can be sorted by date and/ or type.

Find Learning: Search tool used to find learning items and activities. Items can be found via keyword quick search or by browsing the Learning Catalog via the Browse All Courses link.

My Curricula: Displays all pending and incomplete curricula assigned to your user account. This tile also provides details on curriculum components (items grouped together to form a curriculum) and can be used to track completion progress.

GSA OLU Learning Page

Learning Page Features continued...

Learning History: Displays all learning items that have been recently completed. Click the *View All* button to view your complete training history.

Links: Displays links to various Learning features and shortcuts to other areas of the system. The links tile helps the user manage approvals, reports, 24x7 Live Support Services, Section 508 and Accessibility, and other supporting processes

Featured: Displays training items featured or promoted within a time period.

Recommendations: Displays learning items that have been recommended to you by other users.

GSA OLU Learning Page

Search Feature

How to search for training using the “Find Learning” tile.

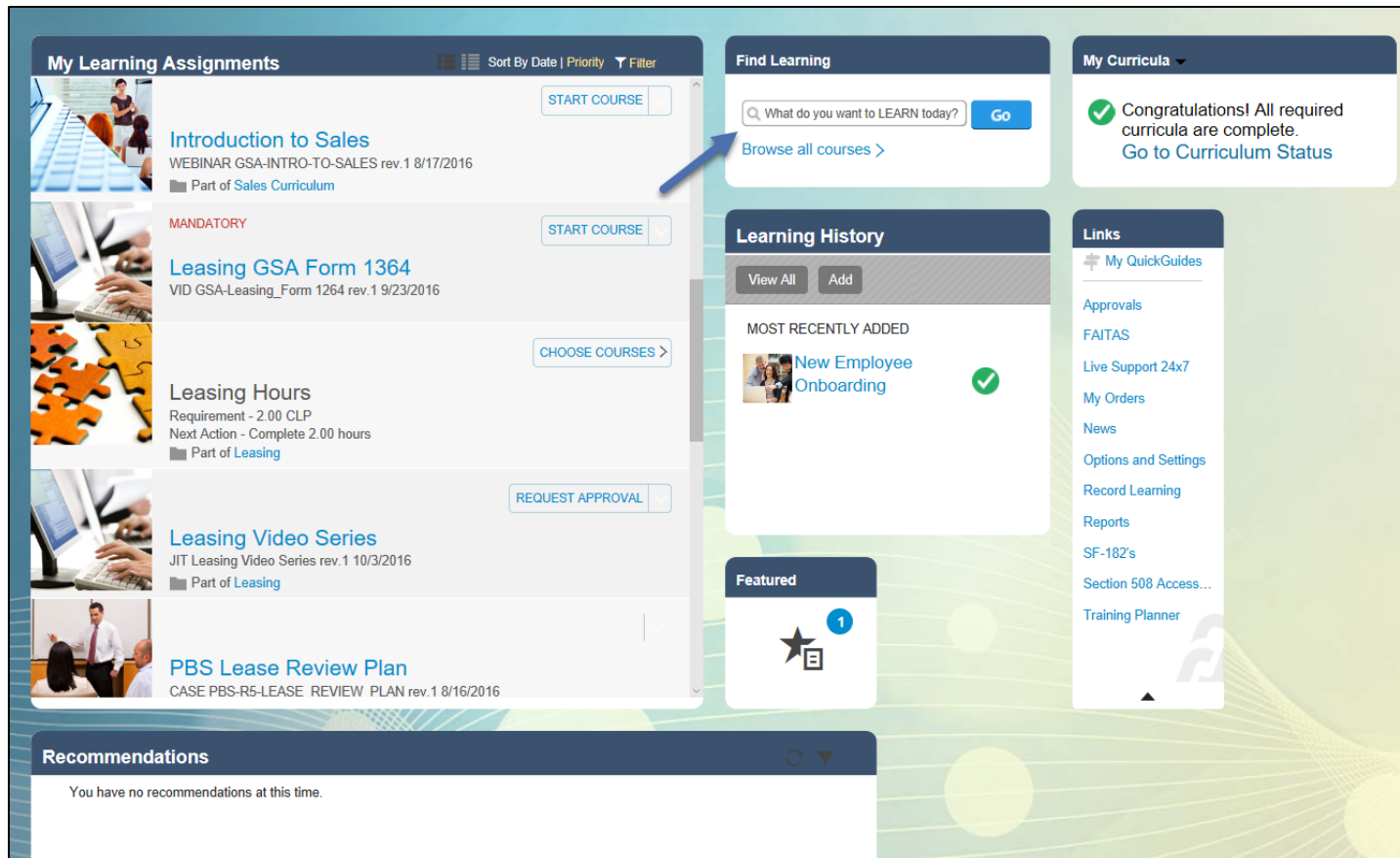
The screenshot displays the GSA OLU Learning Page interface. On the left, under "My Learning Assignments", there are several course cards: "Introduction to Sales" (WEBINAR GSA-INTRO-TO-SALES rev.1 8/17/2016), "Leasing GSA Form 1364" (VID GSA-Leasing_Form 1264 rev.1 9/23/2016), "Leasing Hours" (Requirement - 2.00 CLP, Next Action - Complete 2.00 hours), "Leasing Video Series" (JIT Leasing Video Series rev.1 10/3/2016), and "PBS Lease Review Plan" (CASE PBS-R5-LEASE REVIEW PLAN rev.1 8/16/2016). Each card has a "START COURSE" or "CHOOSE COURSES" button. A blue arrow points to the "Find Learning" tile in the top right section. Below this tile is a search bar with the placeholder text "What do you want to LEARN today?" and a "Go" button. A "Browse all courses >" link is also present. To the right of the "Find Learning" tile is a "My Curricula" section with a green checkmark and the text "Congratulations! All required curricula are complete. Go to Curriculum Status". Below the "Find Learning" tile is a "Learning History" section with a "View All" button and a "Most Recently Added" list featuring "New Employee Onboarding" with a green checkmark. At the bottom left is a "Recommendations" section with the text "You have no recommendations at this time."

This is a close-up of the "Find Learning" tile. It features a yellow search bar with a magnifying glass icon and a blue "Go" button. Below the search bar is a blue link that says "Browse all courses >". A blue arrow points to this link.

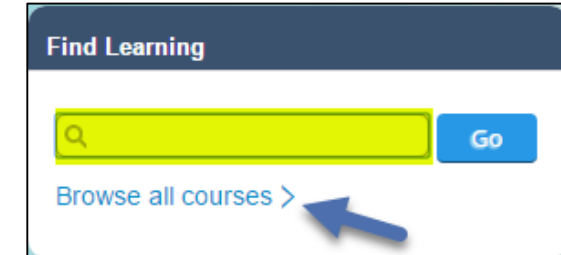
GSA OLU Learning Page

Search Feature

How to search for training using the “Find Learning” tile.



The screenshot displays the GSA OLU Learning Page interface. On the left, the 'My Learning Assignments' section lists several courses: 'Introduction to Sales' (WEBINAR GSA-INTRO-TO-SALES rev.1 8/17/2016), 'Leasing GSA Form 1364' (VID GSA-Leasing_Form 1264 rev.1 9/23/2016), 'Leasing Hours' (Requirement - 2.00 CLP, Next Action - Complete 2.00 hours), 'Leasing Video Series' (JIT Leasing Video Series rev.1 10/3/2016), and 'PBS Lease Review Plan' (CASE PBS-R5-LEASE REVIEW PLAN rev.1 8/16/2016). Each course has a 'START COURSE' or 'CHOOSE COURSES' button. A blue arrow points to the 'Find Learning' tile in the top right corner of the main content area. The 'Find Learning' tile contains a search bar with the placeholder text 'What do you want to LEARN today?', a 'Go' button, and a link 'Browse all courses >'. Below the 'Find Learning' tile is the 'Learning History' section, which shows 'MOST RECENTLY ADDED' courses, including 'New Employee Onboarding' with a green checkmark. To the right of the 'Learning History' section is the 'Featured' section, which shows a star icon and a blue circle with the number '1'. At the bottom of the page is the 'Recommendations' section, which states 'You have no recommendations at this time.'



This is a close-up of the 'Find Learning' tile. It features a search bar with a magnifying glass icon and a 'Go' button. Below the search bar is a link 'Browse all courses >' with a blue arrow pointing to it.

GSA OLU Learning Page

Instructor-Led Training

How to register for an ILT session.

← Back
Catalog Search

Search: [Course Calendar](#)

▼ Language: English (English) ; Currency: USD (US Dollar)

You searched for "Construction in GSA"

Courses (39) Social Learning Sort By: Relevance ▼

Narrow Courses:

- ▼ Category
 - Instructor-Led
 - Online
 - Other
 - External
 - Curricula
 - Program
 - QuickGuide
- ▼ Subject Area
 - GSA >
 - Operations Management
 - SKILLSOFT >
 - View all
- ▼ Source

Records per Page: 25 ▼

«Previous Page 1 Go of 2 Next»

Construction in GSA (ILT EF_Construction_in_GSA) [Instructor-led Course](#)

[See Offerings for Price](#) [View Course Dates](#)

CON244-Construction Contracting (ILT EXT-CON244-CONSTRUCTION_CONT)

Instructor-led and Online Course

This course focuses on unique construction contracting issues, such as acquisition planning, contrac more

0.00 USD [View Course Dates](#)

Records per Page: 25 ▼ «Previous Page 1 Go of 2 Next»

Construction in GSA (ILT EF_Construction_in_GSA)

Instructor-led Course ☒ [Assign to Me](#) [Recommend](#)

[See Offerings for Price](#) [Hide Course Dates](#)

11/1/2016 08:30 AM - 1 day

TEST ADMIN [Register Now](#)

Region 2 - 26 Federal Plaza, NY, NY 10278 - 6th Floor Conference Center - Room C

Free | Unlimited seats available

12/1/2016 08:30 AM - 1 day

New York, NY - One World Trade - One World Trade Center, NY, NY [Register Now](#)

Free | Unlimited seats available

GSA OLU Learning Page

Instructor-Led Training

How to register for an ILT session.

← Back
Scheduled Offering Details

Offering of Construction in GSA

▼ Summary Information

● Construction in GSA
Description: TEST ADMIN
Scheduled Offering ID: 19015
Item Description: No Description

Register Now

▼ Segment Details

Segment	Start	End	Building & Room	Instructor
1	11/1/2016 08:30 AM US/Eastern	11/1/2016 04:30 PM US/Eastern	Region 2 - 26 Federal Plaza, NY, NY 10278 - 6th Floor Conference Center - Room C	Wright, Test

▼ Registration Information

Capacity: 1 enrolled, 0 waitlisted
Cutoff Date:
Self Registration: Yes

▼ Attached Documents

No related documents found for this schedule offering.

▼ Contact Information

Contact Name:
Contact Email:

← Back
Registration

Lastly, enter any comments that you wish to be associated with your request and/or registration.

Previous Confirm

Offering

● Construction in GSA
ILT EF_Construction_in_GSA
Revision: 1 - 10/3/2016 02:50 PM US/Eastern
Start Date: 11/1/2016 08:30 AM US/Eastern
End Date: 11/1/2016 04:30 PM US/Eastern
Capacity: 1 enrolled, 0 waitlisted
Price : Free

Registration Comments

User Name: Test5, Esiloza
Registration Status: Active Enrollment (Enrolled)
Comments:

Previous Confirm

GSA OLU Learning Page

Online Course Training

How to enroll and launch an online course.

This screenshot shows the search results for '508 Policies' on the GSA OLU Learning Page. The search bar at the top contains '508 Policies' and a 'Go' button. Below the search bar, the results are sorted by 'Relevance'. The first result is '508 Policies and Procedures (WBT WEB-508_Policies)', which is an 'Online Course' and is 'Free'. A blue arrow points to the 'Assign to Me' button, which is highlighted in yellow. Other buttons visible are 'Start Course' and 'Recommend'. The left sidebar shows filters for Category (Instructor-Led, Online, Other, External, Curricula, Program, QuickGuide), Subject Area (GSA > SKILLSOFT > View all), Source (Skillsoft), and Delivery Method (Technology Based, Traditional Classroom).

This screenshot shows the search results for '508 Policies' on the GSA OLU Learning Page. The search bar at the top contains '508 Policies' and a 'Go' button. Below the search bar, the results are sorted by 'Relevance'. The first result is '508 Policies and Procedures (WBT WEB-508_Policies)', which is an 'Online Course' and is 'Free'. A blue arrow points to the 'Already Assigned' status, which is highlighted with a red box. Other buttons visible are 'Start Course' and 'Recommend'. The left sidebar shows filters for Category (Instructor-Led, Online, Other, External, Curricula, Program, QuickGuide), Subject Area (GSA > SKILLSOFT > View all), Source (Skillsoft), and Delivery Method (Technology Based, Traditional Classroom).

GSA OLU Learning Page

Learning History

How to access and view completed training history.

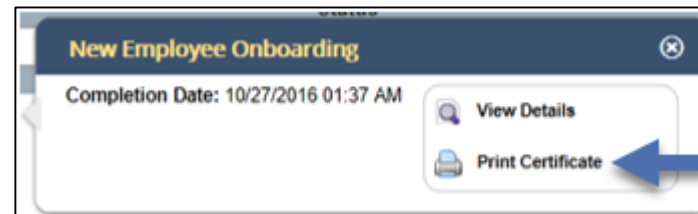
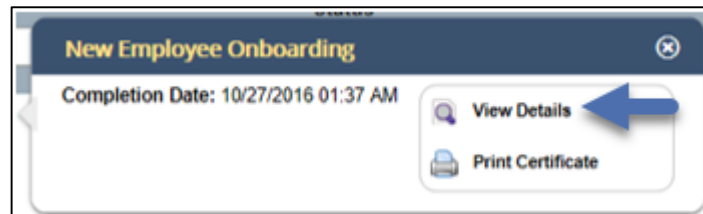
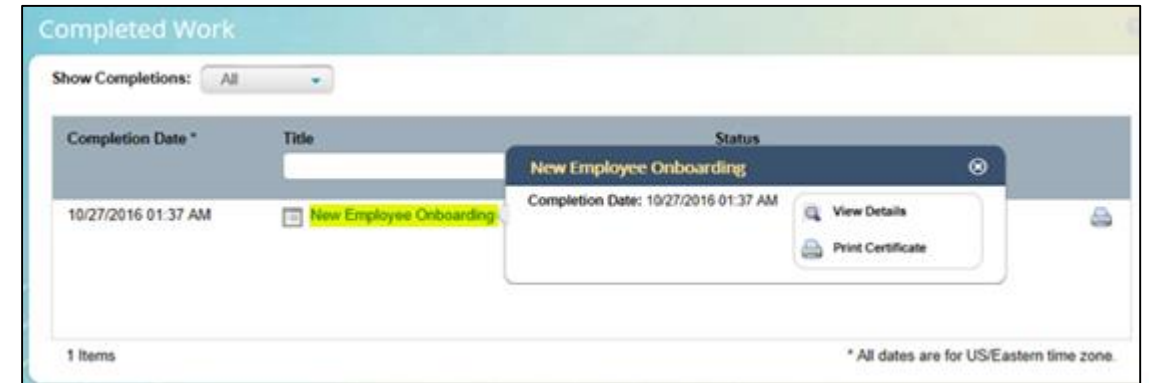
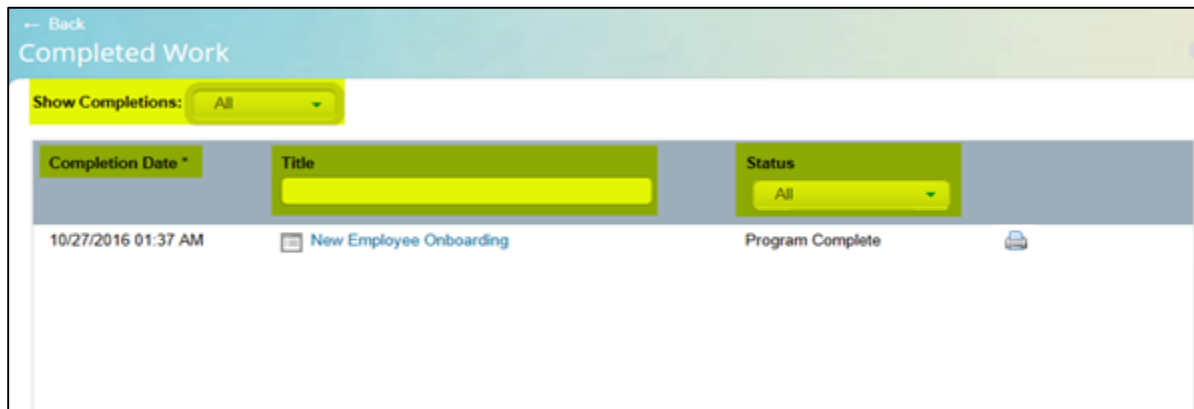
The screenshot displays the GSA OLU Learning Page dashboard. On the left, under 'My Learning Assignments', there are five course cards: 'Introduction to Sales' (WEBINAR GSA-INTRO-TO-SALES rev.1 8/17/2016), 'Leasing GSA Form 1364' (VID GSA-Leasing_Form 1264 rev.1 9/23/2016), 'Leasing Hours' (Requirement - 2.00 CLP, Next Action - Complete 2.00 hours), 'Leasing Video Series' (JIT Leasing Video Series rev.1 10/3/2016), and 'PBS Lease Review Plan' (CASE PBS-R5-LEASE REVIEW PLAN rev.1 8/16/2016). Each card has a 'START COURSE' or 'REQUEST APPROVAL' button. A blue arrow points to the 'Learning History' section in the center. This section has a 'View All' button (highlighted with a red box in the inset) and an 'Add' button. Below it, 'MOST RECENTLY ADDED' shows 'New Employee Onboarding' with a green checkmark. To the right, 'My Curricula' shows a green checkmark and 'Congratulations! All required curricula are complete. Go to Curriculum Status'. Below that, a 'Links' sidebar lists: My QuickGuides, Approvals, FAITAS, Live Support 24x7, My Orders, News, Options and Settings, Record Learning, Reports, SF-182's, Section 508 Access..., and Training Planner. At the bottom left, a 'Recommendations' section states 'You have no recommendations at this time.'

This inset screenshot shows a close-up of the 'Learning History' section. It features a 'View All' button (highlighted with a red box) and an 'Add' button. Below them, 'MOST RECENTLY ADDED' displays the 'New Employee Onboarding' course with a green checkmark icon.

GSA OLU Learning Page

Learning History continued...

How to access and view completed training history.



Thank You

The Support You Need, When You Need It.

